



# FEE, PAYMENT AND REFUND POLICY

Effective: April 2026

|                                     |   |
|-------------------------------------|---|
| POLICY STATEMENT .....              | 1 |
| DEFINITIONS .....                   | 1 |
| POLICY APPLICATION .....            | 2 |
| POLICY AGREEMENT .....              | 2 |
| PRINCIPLES.....                     | 2 |
| FEES AND PAYMENT.....               | 2 |
| ADMINISTRATION FEE .....            | 3 |
| LATE PICK-UP FEE.....               | 3 |
| MULTI-SIBLING DISCOUNT .....        | 3 |
| MAKE-UP CLASSES.....                | 3 |
| CREDIT AND REFUND GUIDELINES .....  | 3 |
| ROLES AND RESPONSIBILITIES .....    | 4 |
| POLICY UPDATES.....                 | 4 |
| CONFIDENTIALITY AND REPORTING ..... | 5 |
| REVIEW HISTORY.....                 | 5 |

## POLICY STATEMENT

Forefront Gymnastics (FFG) is committed to operating ethically, safely and fairly. This policy explains how fees and payments are managed and the circumstances in which credits or refunds may be issued for members.

## DEFINITIONS

- 1) **REFUND:** Money returned to the original payment method or, where applicable, to a bank account nominated by the member.
- 2) **CREDIT:** An amount applied to a member's iClassPro account for use towards future FFG fees or purchases.
- 3) **FFG:** Forefront Gymnastics
- 4) **GA:** Gymnastics Australia
- 5) **MEMBER:** A gymnast enrolled in an FFG program. References to parents or guardians mean the adult responsible for the member's enrolment and account.
- 6) **PROGRAM:** A class or training program offered by FFG. Fees are payable in accordance with the billing arrangements set out in this policy.

## POLICY APPLICATION

- 1) This policy applies to all FFG programs and services, including classes, training sessions, events and competitions, and to the fees and expenses associated with participation.
- 2) All staff, members and parents/guardians are expected to understand and comply with this policy.

## POLICY AGREEMENT

Before participating in an FFG program, a parent/guardian or adult member must confirm through iClassPro that they have read, understood and agreed to this policy. Failure to do so may result in the enrolment being cancelled.

## PRINCIPLES

- 1) Clear, accurate communication
- 2) Commitment to quality service
- 3) Prompt issue resolution
- 4) Consistency and fairness
- 5) Responsiveness to feedback

## FEES AND PAYMENT

- 1) All enrolment fees must be paid in full within 7 days of the enrolment start date.
  - a. An enrolment is confirmed once the required payment has been received.
  - b. Members may not participate in classes, training sessions, events or competitions until all required fees have been paid.
- 2) Members billed by term (Kindy, Recreational, Club Levels, MAG/WAG Development and MAG/WAG Level 2 squads): Priority enrolment offers for the following term are issued in Week 8 to members who pay by term. Priority invoices must be paid by the Sunday of Week 10 of the current term.
  - a. If a member transfers to a different class, the fees will be adjusted, and a new invoice is issued once the transfer is confirmed.
  - b. Any additional amount owing must be paid within 7 days of the invoice date.
- 3) Members billed fortnightly (WAG National Level 3+, WAG State Level 3+, MAG Level 3+, Tumbling and Acro) are billed the first week after the FFG Christmas and New Year closure.
  - a. Fees are billed every two weeks in advance for the remainder of the year, up until the next Christmas and New Year closure.
  - b. Payment is due within 7 days of the invoice date.
  - c. Payments set up through iClassPro AutoPay will be processed on the invoice due date.
  - d. Fees remain payable during holidays taken outside scheduled FFG closure periods. For absences of one week or more, please email [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) with your holiday dates. A credit equivalent to 50% of the fees for classes missed during the notified period will be applied to your account.
  - e. To cancel a squad enrolment, written notice must be emailed to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au). Two weeks of squad fees will be payable from the date FFG receives the cancellation notice, regardless of whether the member attends training during this period.
- 4) Requests to extend a payment due date must be emailed to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) before the original due date.
  - a. Failure to pay by an agreed extended due date may result in cancellation of the

enrolment.

- 5) Fees that remain unpaid for more than 21 days after the due date may result in cancellation of the enrolment.
- 6) Trial class fees will be included in the term fee or the first fortnightly invoice, as applicable.
- 7) Fees are adjusted to account for applicable public holidays.
- 8) If a member transfers to a different class, the applicable fee for the new class will take effect from the date of the first class. An updated statement will be issued if additional fees are payable.
- 9) Squad fees cover training sessions only.
  - a. Competition fees, uniform costs and other additional expenses are not included in squad fees.
- 10) Payment options include:
  - a. Online through iClassPro, either by manual payment or AutoPay.
  - b. In person at the club by cash or card.
- 11) FFG reserves the right to review and amend its fees.

## **ADMINISTRATION FEE**

A \$15 administration fee will apply in the following circumstances:

- 1) Re-enrolment following a dropped enrolment due to non-payment
- 2) GA Membership transfer from another club
- 3) GA Multi-Club Membership setup

## **LATE PICK-UP FEE**

Please ensure your child is collected promptly at the end of their session. Coaches must supervise gymnasts until they are collected, and late collections can affect their other club responsibilities and extend their working hours. A late pick-up fee of \$15 for every 15 minutes, or part thereof, will be added to your account for collections after 8:00 pm.

- 1-15 minutes late = \$15
- 16-30 minutes late = \$30
- 31-45 minutes late = \$45

## **MULTI-SIBLING DISCOUNT**

- 1) Families with two or more siblings enrolled in a Kindy, Recreational, Club Level or Development program at FFG receive a 5% discount on each eligible enrolment fee.
- 2) Squad enrolments are not eligible for the multi-sibling discount.

## **MAKE-UP CLASSES**

- 1) Make-up sessions are not available for member absences.
- 2) If FFG cancels a class, FFG will issue a make-up token in accordance with this policy.
- 3) No additional credit or refund will be issued if a make-up session cannot be scheduled.
- 4) Make-up tokens may be used for a class at the same level or for a session in an FFG school holiday program.
- 5) All make-up sessions must be scheduled by FFG administration through iClassPro using a make-up token.

## **CREDIT AND REFUND GUIDELINES**

- 1) Credits and refunds may be issued in the circumstances set out below.

|                                      |                                          |                                                                                                                                                                                                                      |
|--------------------------------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cancellation by a term-billed member | 50% refund of fees for remaining classes | <ul style="list-style-type: none"> <li>Issued if all fees are paid</li> <li>If fees are outstanding, the adjusted amount must be paid within 7 days</li> <li>GA Membership fee is non-refundable</li> </ul>          |
| Cancellation by FFG                  | 75% refund of fees for remaining classes | <ul style="list-style-type: none"> <li>Issued if all fees are paid</li> <li>If fees are outstanding, the adjusted amount must be paid within 7 days</li> <li>GA Membership fee is non-refundable</li> </ul>          |
| Medical                              | 50% credit for missed classes            | <ul style="list-style-type: none"> <li>For 3+ consecutive classes missed</li> <li>Medical certificate must be emailed to <a href="mailto:enquiries@forefrontgym.com.au">enquiries@forefrontgym.com.au</a></li> </ul> |

- 2) Credits and refunds will not be provided for:
  - a. GA membership fee
  - b. Competition fees where cancellation is requested less than 48 hours before the event starts
  - c. Fees for classes or training sessions already delivered
  - d. GST applicable to the relevant fee
- 3) Approved refunds will be processed within 14 business days of the request, using the original payment method or bank account details provided by the member's parent/guardian.
- 4) Refunds of less than \$50 will not be paid into a bank account.
  - a. Where a refund of less than \$50 is not paid into a bank account, the eligible amount will remain as credit on the member's account for 12 months and may be used towards future FFG fees.

## ROLES AND RESPONSIBILITIES

Company Director:

- Oversee implementation and promotion of policy
- Ensure staff training and procedural compliance
- Respond to service concerns

Staff:

- Deliver services to the club's standards, in accordance with assigned duties and employment agreements.
- Report issues promptly
- Act responsibly and ethically when representing FFG and delivering services.

Parents/Guardians:

- By enrolling through iClassPro, parents/guardians and adult members agree to comply with all FFG policies.
  - Failure to comply with FFG policies may result in suspension or cancellation of the enrolment.
- Report any concerns to FFG promptly by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au).
- Provide supporting documentation when requested under this policy.

## POLICY UPDATES

- 1) This policy will be reviewed annually and updated as necessary.
  - a. The current version of this policy will be made available to members and staff.
- 2) Suggestions for changes to this policy may be emailed to [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) for consideration.

## CONFIDENTIALITY AND REPORTING

- 1) FFG is responsible for implementing this policy and handles personal information in accordance with applicable privacy requirements and FFG's Privacy Policy.
- 2) Suspected breaches of this policy should be reported to FFG by emailing [enquiries@forefrontgym.com.au](mailto:enquiries@forefrontgym.com.au) within 14 days of discovery.
- 3) Reports will be handled confidentially to the extent reasonably possible and in accordance with applicable requirements.

## REVIEW HISTORY

| Version | Date reviewed | Date endorsed | Review                                                                  |
|---------|---------------|---------------|-------------------------------------------------------------------------|
| 1.0     | January 2025  | January 2025  | Wording, fee updates                                                    |
| 2.0     | May 2025      | May 2025      | Additional clarifications                                               |
| 3.0     | December 2025 | December 2025 | Squad Pricing Change (Monthly to Fortnightly); wording; Fee adjustments |
| 4.0     | January 2026  | January 2026  | Update of Club level wording                                            |
| 5.0     | March 2026    | March 2026    | Update to squad policy, credit/refund guidelines and makeup classes     |